



Customer Storage Policies

Issue Date – 1/4/2007

Effective Date 1/8/2007

1. Purpose

To define the responsibilities of IOT and its customers concerning the storage of data, including e-mails, on local, home and shared drives.

2. Revision History

Revision Date	Revision Number	Change Made	Reviser
01/04/2007	01	Drafted	M. Sabau

3. Persons, Groups, Systems Affected

All users of IOT-managed computers
IOT storage administration personnel

4. Policy

Any data or e-mails stored on a customer's local desktop or laptop drive (meaning the drive can be accessed without a secure connection to the state's network), is the sole responsibility of the customer. IOT retains and protects all data stored on home and shared drives but does not guarantee the security or retention of information stored on local desktop or laptop drives.

5. Responsibilities

- 5.1. IOT customers – to store all critical data on a home and/or shared drive, not on a local desktop or laptop drive.
- 5.2. IOT storage administration personnel – to ensure the retention and integrity of customers' data that is stored on home and/or shared drives.

6. Definitions/References

- 6.1. Local drive – a drive (or storage center) that is contained within the user's desktop or laptop. This drive can be accessed at any time the computer is turned on.
- 6.2. Home drive – a remote drive dedicated to the storage of an individual user's data. This drive can only be accessed if the computer is securely logged onto the state's network.
- 6.3. Shared drive – a remote drive dedicated to the storage of multiple users' data. This drive can only be accessed if the computer is securely logged onto the state's network.